

## **TERMS AND CONDITIONS**

These terms and conditions (the "Terms and Conditions") govern the use of **www.activeaction.fm** (the "Site"). This Site is owned and operated by Active Action Organization. This Site is a podcast.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

### **Intellectual Property**

All content published and made available on our Site is the property of Active Action Organization and the Site's creators. This includes, but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

### **Accounts**

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account; and
2. All personal information you provide to us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

### **Sale of Goods**

These Terms and Conditions govern the sale of goods available on our Site.

The following goods are available on our Site:

- Digital PDF documents (strategy guides); and
- Digital course.

These Terms and Conditions apply to all the goods that are displayed on our Site at the time you access it. This includes all products listed as being out of stock. All information, descriptions, or images that we provide about our goods are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all goods we provide. You agree to purchase goods from our Site at your own risk.

We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

Refund cannot be provided for digital goods once sold (under one-time purchase).

### **Third Party Goods and Services**

Our Site may offer goods and services from third parties. We cannot guarantee the quality or accuracy of goods and services made available by third parties on our Site.

### **Subscriptions**

Your subscription automatically renews and you will be automatically billed until we receive notification that you want to cancel the subscription.

To cancel your subscription, please follow these steps:

#### 1. Overview

Active Action Podcast offers optional paid memberships that give members access to exclusive content and benefits. These include things like premium strategy guides written by consultants to help with personal and professional growth, early access to new podcast episodes, and bonus episodes focused on health, finances, and development.

activeaction.fm

Membership is offered on a monthly or annual basis. Some perks, such as being invited to appear in an episode, are only available to annual subscribers in certain tiers.

activeaction.fm

This policy explains how you can cancel your membership and how billing works.

#### 2. Your Billing Cycle

Monthly plans (Supporter at USD \$2/month and Fan at USD \$3/month) renew every month on the same date you first subscribed.

activeaction.fm

Annual plans (for example, Supporter at USD \$20/year and Fan at USD \$30/year) renew once every 12 months on the anniversary of your subscription start date. (Annual plans may include

additional perks like being featured on the podcast.)  
activeaction.fm

When a plan renews, the payment for the next billing period is charged automatically using the payment method on file.

### 3. How to Cancel

You are free to cancel your paid membership at any time.

How cancellation works:

Log in to your Member Area (Supporter or Fan area).

Go to your account / billing / subscription settings.

Select “Cancel” (wording may appear as “Cancel Membership,” “End Subscription,” or similar).

If you cannot access the member area or are having trouble, you can also request cancellation by emailing the podcast team at [podcast@activeaction.fm](mailto:podcast@activeaction.fm) and asking to cancel your paid membership.  
activeaction.fm

For your protection, cancellation requests must come from the same email address that was used to subscribe.

### 4. What Happens After You Cancel

When you cancel:

Your plan will not renew again at the next billing date.

You will keep access to all paid benefits until the end of the period you already paid for (the rest of the current month, or the rest of the current year if you were on annual).

After that date:

Your paid access stops.

You will still have the option to remain a Free Member, which includes access to in-depth blogs, episode updates, and occasional shoutouts in the podcast.  
activeaction.fm

There is no penalty or “cancellation fee.”

## 5. Refunds

We care deeply about fairness, and we also have to be clear.

Monthly plans:

Payments for monthly memberships are non-refundable once the payment for that month has processed. There are no partial or prorated refunds if you cancel partway through a billing cycle, because you continue to receive paid access until that cycle ends.

Annual plans:

Payments for annual memberships are non-refundable once the payment for that year has processed. There are no partial refunds if you cancel before the 12-month term ends, including if you have already used annual-only perks (for example, being featured in an episode).  
activeaction.fm

Exception:

If a payment was clearly made in error (for example, you were double-charged for the same period), please contact us within 14 days at [podcast@activeaction.fm](mailto:podcast@activeaction.fm) with proof of the duplicate charge. We will review and correct genuine billing errors.

## 6. Changing Your Plan (Upgrading / Downgrading)

You may move between plans (for example, from Supporter to Fan, or Fan back to Supporter).

When you upgrade:

The new plan takes effect right away.

Your renewal date may reset based on the new plan.

When you downgrade:

The downgrade will usually apply at the next renewal date.

Until then, you keep any higher-tier perks you've already paid for, such as access to bonus episodes, premium strategy guides, early-access releases, or direct voice messaging with the host.

activeaction.fm

## 7. Removal for Misuse

Active Action Podcast is a supportive, growth-focused community built on respect, personal development, and professional growth.

activeaction.fm

We reserve the right to suspend or terminate a paid membership, without refund, if:

a member engages in harassment, hate, threats, or abuse toward the host, guests, or other members;

a member shares paid, members-only materials (such as premium guides, bonus episodes, or exclusive digital gifts from guests) publicly without permission.

activeaction.fm

We don't take this lightly. The goal is to keep the space safe and respectful for everyone.

## 8. Contact

If you need help with billing, cancellation, access issues, or anything that feels unfair, please reach out. You are not bothering us.

Email: [podcast@activeaction.fm](mailto:podcast@activeaction.fm)

Contact form: available through the "Contact us" link on the membership page.

activeaction.fm

We will always try to respond with care and respect.

## 9. Summary (Plain Language)

You can cancel any time.

When you cancel, you keep access until the end of what you already paid for.

We don't give partial refunds on monthly or yearly plans unless there was a billing error.

You can always stay as a Free Member and still get updates and educational blog content linked to the podcast discussions.

### **Payments**

We accept the following payment methods on our Site:

- Credit Card;
- Debit Card; and
- Google Play.

When you provide us with your payment information, you authorize our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorize us to charge the amount due to this payment instrument.

If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

### **Consumer Protection Law**

Where the *Consumer Protection Act*, or any other consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

### **Links to Other Websites**

Our Site contains links to third party websites or services that we do not own or control. We are not responsible for the content, policies, or practices of any third party website or service linked

to on our Site. It is your responsibility to read the terms and conditions and privacy policies of these third party websites before using these sites.

### **Limitation of Liability**

Active Action Organization and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

### **Indemnity**

Except where prohibited by law, by using this Site you indemnify and hold harmless Active Action Organization and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

### **Applicable Law**

These Terms and Conditions are governed by the laws of the Province of Alberta.

### **Additional Terms**

- Refund cannot be provided for digital goods once sold (under one-time purchase). For refund policies on 'subscription', please refer to '5. Refund' under 'the Subscription' section.

### **Severability**

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

### **Changes**

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

### **Contact Details**

Please contact us if you have any questions or concerns. Our contact details are as follows:

+1 (587) 200-5599

podcast@activeaction.fm

Edmonton, AB, T5H 4E8

You can also contact us through the feedback form available on our Site.

Effective Date: 1st day of June, 2024